



**CUSTODIAL SERVICES WITH Other RELATED SERVICES CONTRACT
FOR
THE REGIONAL OFFICE BUILDING
WASHINGTON DC
TECHNICAL PROPOSAL COVER PAGE**

SOLICITATION NUMBER & TITLE:

GS-11P-17-YE-D-0001

Custodial with other Related Services Contract

PROPOSAL DUE DATE:

January 27, 2017 at 10am

SUBMIT PROPOSAL TO:

Ingrid.Towns@gsa.gov

SUBMITTED BY: COMPANY NAME, ADDRESS, PHONE/FAX NUMBERS, EMAIL:

TeamJs

10375 Southern Maryland Boulevard, Suite 19B, Dunkirk, MD 20754

Phone: (301) 327-5172, FAX (301) 327-5176 E-mail: info@jsassociatesllc.com

AGREEMENT TO TERMS AND CONDITIONS OF THE SOLICITATION:

TeamJs has carefully read the solicitation and agrees to its terms and conditions without exception. We will furnish the services specified at the price set opposite each line item in our cost proposal. TeamJs acknowledges all amendments by reference. TeamJs acknowledges Solicitation Library by reference.

NAME, TITLE AND PHONE NUMBER OF PERSON AUTHORIZED TO SIGN THE PROPOSAL AND NEGOTIATE ON THE OFFEROR'S BEHALF:

Juanita Keehn, Officer, TeamJs Phone: (301) 327-5164 Mobile (301)801-9859 E-mail: contracts@jsassociatesllc.com

RESTRICTION OF DISCLOSURE OF MATERIAL CONTAINED IN THIS PROPOSAL

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed – in whole or in part – for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of – or in connection with – the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction.



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Evaluation Factor 1: Corporate Experience

Introduction

TeamJs LLC is very pleased to submit our proposal in response to GS-11P-17-YE-D-0001 for the Custodial Services with Related Services at the Regional Office Building, 301 7th Street SW, Washington, D.C. 20407.

We will provide all management, supervision, labor, materials, supplies, and equipment (except as otherwise provided), and shall plan, schedule, coordinate and assure effective performance of all services described herein this technical proposal.

We will innovate continuously throughout the entire period of performance and manage program cost, schedule, performance, risks, warranties, contracts and subcontracts, vendors, and data required to deliver these services effectively.

We will maintain clear and timely government visibility into the program in its entirety to include program deliverables, costs, schedules, technical performance, shared risks, operational services, and repairs.

We are confident that this technical proposal will show that TeamJs, LLC understands the requirements for the GSA Regional Office Building and that we have a plan of operations that will ensure that complete, reliable services are provided to this facility from the first day of operations to the end of the contract. As we have held the previous and current O&M contract for this building, we are aware that this is a unique federal facility that has been designated to achieve exceptional operation & maintenance standards. TeamJs, LLC has an in-depth understanding of the GSA's facility program expectations and our proposed operations plan for this facility was developed to meet all program specifications to retain certification. We believe that our proposal meets all of GSA's requirements and offers the best value to the government. TeamJs, LLC invites the source selection board to contact any of our current customers to verify our steadfast commitment to quality service and for our ability to partner with each customer to attain common goals.

TeamJs LLC operates under the following NAICS Codes: 236210, 236220, 237110, 238220, 541624, 561720, and 561210. Our Tax Identification Number is 81-4837893, our DUNS is 080504026, our CAGE Code TBD, we are registered in the System for Award Management – www.SAM.gov. We are a Joint Venture between TeamGov Inc. and J's Associates, LLC. TeamGov, Inc. is principally responsible for managing performance of this building requirement.



J's Associates, LLC provides key prior experience (prime contractor) and past performance to our Joint Venture and to our stated team leader.

TeamGov, Inc. ("TeamGov") is a Small Business Administration (SBA) 8(a). TeamGov, Inc. has been providing both government and commercial clients with practical solutions in a variety of industries for over seven years. Located in the Washington DC Metro area and in the US Virgin Islands, we are a certified HUBZone, SBA Certified 8(a) and Economically Disadvantaged Women Small Owned Business. Led by our CEO, Maxie Sullivan, TeamGov is able to provide excellent products and services to the Federal Government for custodial, snow removal, repair and alteration, building management, and operations and maintenance while delivering the best value taking advantage of our resources and relationships. We are always searching for better ways to meet our customers' needs and expectations, and are dedicated to providing excellent customer service. We work diligently to create the right Team for you.

TeamGov is experienced in managing and performing custodial contracts, snow removal contracts, and operations and maintenance of facilities for private industry and government. With our teaming partners and Subcontractors, our team has supported various GSA facilities, (such as NOAA, ATF, Census, Ronald Reagan Federal Building, Interstate Plaza Warehouse, GSA's Central Office, and the Lafayette Building,) providing full building custodial services, snow removal services, and maintenance and management services; these includes, but are not limited to: operation and maintenance, repairs and alterations, custodial services/green cleaning, Fire alarm and Fire suppression systems and protection services, elevator/escalator maintenance services, emergency generators, electrical systems, plumbing systems, building automation systems, security, landscaping/grounds keeping, snow removal, and maintaining the architectural and structural condition of the facility.

J's Associates, LLC, directly supporting our stated team leader, TeamGOV, Inc., is currently providing similar size and scope services on several custodial contracts, and operations and maintenance contracts, including in the District of Columbia (DC) metropolitan area; and most recently, we began an Operations & Maintenance contract in GSA's Region 4. We provide O&M services to the US Court of Appeals & Godbold FOB, Atlanta, and three Federal Courthouses in Gainesville, Rome & Newnan, Georgia. In addition, we offer that we have recently been awarded the re-compete of the GSA Regional Office Building (ROB) in Washington, D.C. for all Operations & Maintenance of the 1,000,000+ square feet building. We have been responsible for the O&M of this building for the past several years and our reliability and the performance of the building were strong criteria in the selection of the building to house the Presidential Inauguration Committee this year. We have also just been awarded the GSA contract for the four courthouses in Western Massachusetts and completed total contract transition in/start up in all four geographically dispersed building complexes in just a single day with less than a week's notice. J's Associates, LLC provides recent and relevant same services to the National Courts



Complex, US Court of Appeals, & US Court of Claims, Washington, DC GS-11P-13-YT-D-0179. We also provide Custodial services on contracts such as at the US Coast Guard Sector, Key West, Florida and a Custodial contract at FAA Leesburg ARTCC Virginia. Our headquarters is in Dunkirk, Maryland, near major airports and the members of the corporate staff are available to assist the facility personnel if the need arises. Personnel will be available to supplement the on-site personnel to meet emergency or surge requirements.

J's Associates, LLC certifies that it is an economically disadvantaged small, woman owned, (EDWOSB and WOSB) company that has just graduated out of the Small Business Administration (SBA) Small Disadvantaged Business. We focus on providing facility operation & maintenance, landscaping, and custodial services to federal and commercial clients. Our clients include the U.S. General Services Administration, and Federal Courthouses across the Eastern seaboard of the U.S.

J's Associates, LLC incorporated in the State of Maryland in August 2003. J's Associates, LLC graduated out of the 8(a) program in December 2015 and continued to be classified under the EDWOSB and WOSB socioeconomic statuses certification number P0422208. J's Associates, LLC operates under the following NAICS Codes: 236210, 236220, 237110, 238220, 541624, 561720, and 561210. Our Cage Code is 3LHG1. Our Tax Identification Number is 30-0470993. Our DUNS is 138024702. J's Associates, LLC is registered in the System for Award Management – www.SAM.gov. J's Associates, LLC's corporate office is located at 10375 Southern Maryland Boulevard, Suite 16B, and PO BOX #635, DUNKIRK, MD 20754. We pay taxes to the state of Maryland, District of Columbia, Virginia, Georgia, Massachusetts, New York, as well as to the United States Government. J's Associates, LLC uses American manufactured products, materials and labor to the extent possible. Our company is classified as small within the \$32.5 million size standard specified in the solicitation.

Through excellence, we create once-in-a-lifetime experiences, every time. Simply stated, if it runs, we operate it; if it is broken, we repair it; if it is dirty, we clean it; and if a problem arises, we seek an economic cost effective solution.

Performance Objectives

This proposed work plan demonstrates TeamJs LLC's efforts to determine the most viable, systematic approach for providing efficient and effective operations for the building. Our plan specifies the services we will use to operate and maintain all areas of the building in the most effective and efficient manner possible. We understand and acknowledge we will comply with all solicitation requirements.

Although there are many existing practices common to all facilities, guidance incorporated in this plan has been reviewed and tailored for the local climate conditions, building equipment design, facility use plan and tenant specific needs inherent to the building. A committee



comprised of our best-qualified managers and technicians using existing industry standards from industry sources, including the Building Owners and Managers Association, GSA, to develop this program. We then incorporated working knowledge, a common sense approach, and manufacturer suggested actions into the plan. The end result is a work plan that we are confident will present the best in industry standards for building operations while providing the most effective utilization of manpower, utilities consumption and equipment life cycles.

TeamJs LLC will care for the building in a manner which meets the conservation requirements mandated by the Energy Management Improvement Act of 1988 (PL 100-615) and Executive Orders 12759, 12902, and 13423. We will employ practices that meet industry accepted standards and will seek to enhance energy conservation and green cleaning through effective and innovative practices. We will also recommend appropriate changes that will reduce the overall cost of service.

TeamJs LLC has taken action to ensure that this plan remains a “living document” that will be validated and updated on a periodic basis. Once we have been awarded the contract and have custodial personnel on-site we will inspect the building, determine the most efficient method of operations and update the work plan accordingly. When we are satisfied that the plan provides the most efficient methods for operating the facilities we will submit it to the COR for approval. After implementation, our Project Manager will review the work plan at least annually to ensure its continuing practicability consistent with seasonal trending and operational experience. Naturally, specific event analysis may dictate operational variations during the course of the facility’s life. Events leading to any long term operational practice alterations will result in immediate updates to this plan and resubmission to the COR for validation.

We will provide the personnel and subcontract support to perform the work described in the Statement of Work and the Technical Exhibits attached thereto. Personnel selected to fill these positions will be required to meet at least the minimum qualification and experience standards specified in solicitation. These personnel will be on-site during the hours shown in the daily work schedule for each functional area as described. TeamJs, LLC personnel will be supplemented by subcontractors when the work requires specialized training, tools or equipment that is beyond the capabilities of our in-house staff.

REFERENCE 1 - WESTERN MASSACHUSETTS

In 2016, J’s Associates LLC began Operation and Maintenance Services (including Custodial services) responsibilities of the four (4) Federal Buildings and Courthouses in Fitchburg, Pittsfield, Springfield, and Worcester, Massachusetts. We employ an twelve person crew consisting of certified mechanics and custodians, for (12) hours a day Monday through Friday (hours vary from site to site). The contract value is approximately \$3,699,349 over a 5-year performance period.



We provide all management, supervision, labor, materials, equipment, and supplies and are responsible for the efficient, effective, economical, and satisfactory custodial services, operation, scheduled and unscheduled maintenance, and repair of equipment and systems located within the property line of the Silvio O. Conte Federal Building, Harold D. Donohue Federal Courthouse, Philip J. Philbin Federal Building & Springfield Federal Courthouse building(s), to include the following:

- 1) Electrical systems and equipment, lighting and switchgear systems
- 2) Mechanical, plumbing, Building Automation System (BAS), heating, ventilation, exhaust systems and air conditioning (HVAC) systems and equipment.
- 3) Fire protection and life safety systems and equipment, including detection, notification, and communication systems as well as monitoring service, including sprinkler systems, standpipes, backflow preventers, water storage tanks, fire extinguishers, etc.
- 4) All control systems that are within the scope of the Contract. All Building Automation Systems (BAS), Public Address Systems, and Computerized Lighting Systems.
- 5) Architectural and structural systems, fixtures, and equipment within the site (to the property line).
- 6) Service request desk operations to include record keeping using a computerized maintenance management system (CMMS) or by other means as well as other administrative functions.
- 7) Maintenance of landscape irrigation systems.
- 8) Locks, key card systems, vehicle barrier systems and static and dynamic bollard systems.
- 9) Dock levelers and roll-up and sliding garage doors.
- 10) Storm drainage systems - including reduce storm water pollution by minimizing discharges and runoff to the storm sewer system and environment.
- 11) Roofing system investigations and repairs.
- 12) Maintain and repair U.S. flag pole, lighting and pulley system.
- 13) Maintain kitchen/concessions area drains.
- 14) Maintain conveying equipment, parking control equipment, and loading dock equipment.
- 15) Maintain Lawn sprinklers.

Detailed information pertaining to the Western Massachusetts Operations and Maintenance Services contract is provided in the Facility Data Matrix below:

GENERAL SERVICES ADMINISTRATION CONTRACT DATA	
CONTRACTING AGENCY	General Services Administration
BUILDING ADDRESS	300 State Street, Springfield MA 01105
CONTRACT NUMBER	GS-01-P-16-BW-7016



CONTRACT TITLE	Operations & Maintenance Services
CONTRACT TYPE	Firm Fixed Price – Competitive Bid
CONTRACT VALUE (YEAR)	\$754,910.04
CONTRACT VALUE (TOTAL)	\$3,699,349.39
PERFORMANCE PERIOD	5 Year Term (1 Base Year with 4 Option Years) Began 5/1/2016 - 4/30/2017
CONTRACTING OFFICER	Justin Zagorski Phone:(617) 565-5822 Email: justin.zagorski@gsa.gov
GSA BUILDING MANAGER/ CONTRACTING OFFICER'S REPRESENTATIVE	Kevin Whitman Phone: (508) 793-0134 Fax:(508) 793-0145 Cell: (b) (6) Email: kevin.whitman@gsa.gov
J's ASSOCIATES, LLC.	(b) (6) Phone: (301) 327-5164 Fax: (301) 327-5176 Email: (b) (6)@jsassociatesllc.com
FACILITIES	MAJOR INSTALLED EQUIPMENT
Silvio O. Conte Federal Building Harold D. Donohue Federal Courthouse Philip K. Pilbin Federal Building Springfield Federal Courthouse	O&M Services.... If it if it runs we operate it, if it is broken we repair it, and when problems arise we develop cost effective solutions.

REFERENCE 2 - FAA's AIR REGIONAL TRAFFIC CONTROL CENTER (ARTCC) & CYBER SECURITY MANAGEMENT CENTER, LEESBURG, VIRGINIA

On October 1, 2013, J's Associates, LLC took over Custodial/Janitorial and snow removal Services of FAA's Air Route Traffic Control Center (ARTCC) and Cyber Security Management Center located at 825 East Market Street, Leesburg, VA and at 991 Sycolin Rd., S.E., Leesburg,



VA. J's Associates, LLC employs a 10 person janitorial crew. The contract value is approximately \$3.7 million with a four-year performance period.

We have received the highest praises and exceptional service recognition time and time again. Our staff are given the greatest respect by the employees and COTR as a result of their impeccable dedication and attention to detail and service. There have been some indescribable incidents at the ARTCC location to which our employees have risen to the challenge and have been commended for their response and care despite it being something they did not cause nor that anyone would have expected them to take care of it.

Year after year, our onsite leadership works with our headquarter's leadership to find innovative ways to increase cost effectiveness which enables us to pass on the savings to the client.

The contract/purchase order services and schedules were completed on time, with a quality product conforming to the contract/purchase order, without any degradation in performance or customer satisfaction.

FEDERAL AVIATION ADMINISTRATION CONTRACT DATA	
CONTRACTING AGENCY	Federal Aviation Administration, Logistics Division, Acquisitions Office, Jamaica, NY 114324
BUILDING ADDRESS	825 East Market Street, Leesburg, VA & 991 Sycolin Rd., S.E., Leesburg, VA.
CONTRACT NUMBER	DTFAEN-14-C-00001
CONTRACT TITLE	Janitorial & Snow Removal Services
CONTRACT TYPE	Firm Fixed Price – Competitive Bid Award
CONTRACT VALUE (YEAR)	\$516,761.04
CONTRACT VALUE (TOTAL)	\$ 2,067,044.16
PERFORMANCE PERIOD	4 Year - Began Oct 1, 2013 Ends Sept 31, 2017
CONTRACTING OFFICER	Larry Hill, CO, New England Office 12 New England Executive Park Burlington, MA 01803 Phone: 781-238-7665 Email: larry.hill@faa.gov
GSA BUILDING MANAGER/ CONTRACTING OFFICER'S	Mary Mohl, COR 825 East Market Street Leesburg, Va.



REPRESENTATIVE	Phone: 703-771-3616
J's Associates, LLC. REP	(b) (6) Phone: 301-327-5164 Fax: 301-327-5176 Email: (b) (6)@jsassociatesllc.com
FAA's Air Route Traffic Control Center & Cyber Security Management Center	Janitorial & Snow Removal Support Services ~ 10 employees – 24/7 operation

REFERENCE 3 - GSA CUSTODIAL, LANDSCAPE and PEST CONTROL SERVICES at the CB KING FEDERAL COURTHOUSE, ALBANY, GA

The contract/purchase order services and schedules were completed on time, with a quality product conforming to the contract/purchase order, without any degradation in performance or customer satisfaction.

GSA CONTRACT DATA	
CONTRACTING AGENCY	GSA Region 4, Southeast Sunbelt Region, Acquisitions Division, 77 Forsyth Street, Atlanta, GA 30303
BUILDING ADDRESS	CB King Federal Courthouse, 201 West Broad Street, Albany, GA
CONTRACT NUMBER	GS-04P-13-EW-D-0213
CONTRACT TITLE	Janitorial, Landscaping, & Pest Control Services
CONTRACT TYPE	Firm Fixed Price
CONTRACT VALUE (YEAR)	\$125,018.09
CONTRACT VALUE (TOTAL)	\$640,276.37
PERFORMANCE PERIOD	5 Years - Began Nov 1, 2014 Ends Oct 31, 2018
GSA CONTRACTING OFFICER	Brenda Myers CO 77 Forsyth Street, T-8 Atlanta, GA 30303 Phone : 404-562-0933 Email : brenda.myers@gsa.gov



GSA BUILDING MANAGER/ CONTRACTING OFFICER'S REPRESENTATIVE	Martin Duron, COR 475 Mulberry Street Macon, GA 31202 OFC: 478-257-3355 cell Email: martin.duron@gsa.gov
PRIME CONTRACTOR: J's Associates, LLC. REP.	Juanita Keehn OFC: 301- 327-5164 FAX: 301-327-5176 Email: Juanita@jsassociatesllc.com
GSA's CB King Federal Courthouse Albany, GA	Janitorial, Landscaping, & Pest Control Support Services

REFERENCE 4 - GAINESVILLE COURTHOUSE JANITORIAL SERVICES

On November 1, 2014, J's Associates, LLC took over Custodial/Janitorial Services of the Gainesville Courthouse located at 121 Spring Street, Atlanta. J's Associates, LLC employs a 2 person janitorial crew. The contract value is approximately \$470 thousand dollars with a four-year performance period.

We currently are responsible for making the management and operational decisions to meet the quality performance standards under this contract. We use innovation, technology and any other means and methods to develop and perform the most efficient cleaning services for the building. We have implemented an effective quality control plan and keep our GSA personnel up to date and informed of the work being performed. We have reduced the environmental impacts of work performed under this contract by using, to the maximum extent, environmentally sound practices, processes, and products.

The contract/purchase order services and schedules were completed on time, with a quality product conforming to the contract/purchase order, without any degradation in performance or customer satisfaction.

GSA CONTRACT DATA	
CONTRACTING AGENCY	GSA Region 4, Southeast Sunbelt Region, Acquisitions Division, 77 Forsyth Street, Atlanta, GA 30303
BUILDING ADDRESS	Gainesville Courthouse 121 Spring Street



	Gainesville, GA 30501
CONTRACT NUMBER	GS-04P-14-EW-D-0087
CONTRACT TITLE	Janitorial Services
CONTRACT TYPE	Firm Fixed Price
CONTRACT VALUE (YEAR)	\$90,326.00
CONTRACT VALUE (TOTAL)	\$468,480.96
PERFORMANCE PERIOD	5 Years - Began Nov 1, 2014 Ends Oct 31, 2019
GSA CONTRACTING OFFICER	Dennis Martin - CO 77 Forsyth Street, SW Atlanta, GA 30303 Phone : 404-215-6765 Email : dennis.martin@gsa.gov
PRIME CONTRACTOR: J's Associates, LLC. REP.	Juanita Keehn OFC: 301- 327-5164 FAX: 301-327-5176 Email: Juanita@jsassociatesllc.com
GSA's Gainesville Courthouse	Janitorial Services

REFERENCE 5 - CUSTODIAL SERVICES AT US COAST GUARD, SECTOR KEY WEST

The contract/purchase order services and schedules were completed on time, with a quality product conforming to the contract/purchase order, without any degradation in performance or customer satisfaction.

DHS's US COAST GUARD SECTOR KEY WEST, FL BUILDINGS #48 & #109 CONTRACT DATA	
CONTRACTING AGENCY	DEPT. of Homeland Security, USCG Acquisitions, Miami, Florida
BUILDING ADDRESS	US Coast Guard Headquarters, Key West Sector, Key West, Florida
CONTRACT NUMBER	HSCG-28-14P-7S1002
CONTRACT TITLE	Janitorial Services
CONTRACT TYPE	Firm-Fixed Price Award



CONTRACT VALUE (YEAR)	\$17,419.14
CONTRACT VALUE (TOTAL)	\$34,838.28
PERFORMANCE PERIOD	2 Years with extension - Began Nov 1, 2012 End Oct 31, 2016
CONTRACTING OFFICER	Jerry Lopez CO 909 SE First Avenue, Room 512 Miami, Florida 33133-3050 OFC: 305-415-7092 Email: Jerry.Lopez@uscg.mil.
USCG BUILDING MANAGER/ CONTRACTING OFFICER'S REPRESENTATIVE	SKC Shikeiyunda Savain USCG Sector Key West 100 Trumbo Point Road Key West, Florida 33040 Email: shikeiyunda.r.thicklin@uscg.mil
PRIME CONTRACTOR J's Associates, LLC. REP.	(b) (6) OFC: 301- 327-5164 FAX: 301-327-5176 Email: (b) (6) @jsassociatesllc.com
DHS's USCG Sector Key West, Florida USCG Office Buildings	Janitorial Support Services "Semper Paratus – Always Ready"



REFERENCE 6 - SNOW REMOVAL SERVICES AT THE CENTRAL OFFICE BUILDING 1800 F ST. NW



Snow Removal services at Central office NTE \$39,126.00- East and West Courtyards- TeamGOV, Inc

Snow removal services at the East and West Courtyards at The Central Office Building, 1800 F St. NW Wash DC. January 2016. A 700,000-square foot historic building and a 105,000-square foot courtyard infill for a total of 805,000 square feet.

Peg Doc Number: P720160414000036

TeamGOV provided emergency snow removal services of between 24 and 36 inches during the January 2016 Blizzard. The Central Office Building is 700,000-square-foot historic building and a 105,000-square-foot courtyard infill, with the supporting sidewalks and parking lots. Our services ensured all parking lots, steps, and sidewalks were snow and ice free. In addition to snow removal, properly salting/sanding as needed to maintain pedestrian and vehicular safety. The resources provided were: a Backhoe, 2 Bobcats, 10 Dump trucks, 6 Grounds men, and the Site-supervisor.

Corporate Experience Questions



1) Does the offeror have experience on at least three (3) Custodial/Janitorial Service Contracts in facilities over 800,000 gross square feet (gsf)? If yes, please list client name and contract number the work was performed under.

FAA Leesburg ARTCC

DTFAEN-14-C-00001

GSA Western Massachusetts

GS-01-P-16-BW-7016

GSA CB King Federal Court House

GS-04P-13-EW-D-0213

**Note: TeamJs has over 1.5 million gsf in smaller custodial contracts that are being performed concurrently.*

2) Does the offeror have experience with snow removal program for a facility over 800,000 gsf? If yes, please list client name and contract number the work was performed under.

GSA The Central Building 1800 F

P720160414000036

FAA Leesburg ARTCC

DTFAEN-14-C-00001

3) Does the offeror have experience with a contract value over \$1,000,000.00? If yes, please list client name and contract number the work was performed under.

**Note: TeamJs (through J's Associates, LLC) has many Facility Operations and Maintenance (O&M) contracts for GSA Federal Buildings and Federal Courthouses with contract values over \$1,000,000. Herein we reference only two:*

GSA Western Massachusetts

GS-01-P-16-BW-7016

\$3,699,349.39

FAA Leesburg ARTCC

DTFAEN-14-C-00001

\$2,067,044.16

4) Does the offeror have experience with compostable waste programs? If yes, please list client name and contract number the work was performed under to demonstrate the experience with compostable waste programs.

GSA Western Massachusetts

GS-01-P-16-BW-7016

FAA Leesburg ARTCC

DTFAEN-14-C-00001

GSA CB King Federal Court House

GS-04P-13-EW-D-0213

GSA Gainesville Court House

GS-04P-14-EW-D-0087

US Coast Guard, Key West Sector

HSCG-28-14P-7S1002



5) Does the offeror demonstrate how they adequately would meet the cleaning standards of this scope of work requirement? If yes, please list client name and contract number the work was performed under that would meet the cleaning standards of this requirement.

GSA Western Massachusetts	GS-01-P-16-BW-7016
FAA Leesburg ARTCC	DTFAEN-14-C-00001
GSA CB King Federal Court House	GS-04P-13-EW-D-0213
GSA Gainesville Court House	GS-04P-14-EW-D-0087
US Coast Guard, Key West Sector	HSCG-28-14P-7S1002

6) Does the offeror demonstrate through their Quality Control Plan how corrective and monitoring of deficiencies will be addressed? If yes, please list client name and contract number the work was performed under with the Quality Control Plan addressing deficiencies.

GSA Western Massachusetts	GS-01-P-16-BW-7016
FAA Leesburg ARTCC	DTFAEN-14-C-00001
GSA CB King Federal Court House	GS-04P-13-EW-D-0213
GSA Gainesville Court House	GS-04P-14-EW-D-0087
US Coast Guard, Key West Sector	HSCG-28-14P-7S1002
GSA The Central Building 1800 F	P720160414000036

GSA Green Cleaning

TeamJs will provide all supervision, tools, equipment and labor necessary to ensure that custodial services are performed in a manner that will maintain a satisfactory condition and present a clean, neat and professional appearance in accordance with all solicitation requirements.

TeamJs, LLC, acknowledges and affirms compliance with all solicitation requirements; all furniture, glass desktops, partitions, computer centers, pictures, blinds, and bookcases will be cleaned, and maintained in a condition that is free of dirt, dust, streaks, water marks, spots, oils, smudges and grime, and does not present a cloudy appearance. General Office Cleaning includes all office areas, conference rooms, automated data processing (ADP) areas, and corridor space adjacent to the areas. All vertical surfaces and all under surfaces (knee wells, chair rungs, table legs, etc) shall be kept free of obvious accumulation dust and dirt. All wall surfaces shall be spot cleaned to remove smudges, marks, or spots without causing unsightly; discoloration. All washbasins, mirrors, and kitchenettes will be kept clean and have a uniform luster with no visible dust, spots, stains, rust, mold encrustation, or excess moisture. Mirrors shall be free of dirt, dust, streaks, and spots. Paper towels will be supplied in a quantity that will meet the daily needs but



not in an overflow condition. TeamJs LLC acknowledges “Estimated Building Area Measurements” that details the square footage breakdown per location.

TeamJs is fully prepared to provide the management, supervision, personnel, scheduling, engineering, equipment, tools, materials, parts, subcontracts, and transportation necessary to perform the janitorial maintenance and related services at the building in accordance with:

- Industry standards and codes;
- Federal, state, and local regulations;
- Federal Environmental Protection Agency standards;
- Occupational Safety & Health Administration regulations; and
- GSA regulations and guidelines.

We will incorporate procedures for all cleaning requirements into a comprehensive work procedures manual that will be used by supervisors and the janitorial staff to select the appropriate product and cleaning instruments for the job at hand. During the phase-in period, we will coordinate with the COR to determine if there are areas that require special cleaning agents or methods and will incorporate them into our work procedures manual for the GSA Federal Buildings. We will also survey the facility to identify the manufacturers of specific items (e.g., carpeting, furniture, wood paneling, tile and wall coverings) and obtain specific cleaning instructions pertaining to those items. We have found the Internet, especially manufacturer's web pages, to be an invaluable source for this type of information. These instructions will also be incorporated into our work procedures before they are submitted to the COR for approval. During the term of the contract we will continuously review our procedures and search for new products, equipment, and methods that will make our cleaning services more efficient and effective. When we determine that there is a “better way” to do things we will contact the COR, provide a demonstration and obtain his or her approval before incorporating it into our work procedures manual.

TeamJs recognizes that the GSA buildings are unique in their missions that will require above standard & standard office building cleaning services that exceed the requirements of a normal office building. We have considered that in developing our work plan and will ensure that cleaning services meet GSA's expectations. We have also taken into consideration client sensitivity such as special cleaning needs, i.e., secured areas and cleaning for occupants with pre-existing health conditions such as asthma and other respiratory conditions.

TeamJs provides work specific custodial employee training via a commercial employee training program that utilizes audio-visual training tapes. This training program includes modules for both supervisory and hands-on workers and includes all facets of cleaning techniques and the safe use of cleaning chemicals. Each new employee will be required to view these tapes before beginning work and will be given a written test to document his/her understanding of the material. At least annually we will provide refresher training to all employees.

In addition to the tapes the Site Supervisor will instruct all custodial personnel to perform assigned tasks efficiently and in the shortest possible time. Each new employee will be placed in



an “on-the-job” training program for the first 90 days. During this time the Site Supervisor will closely observe the trainee and will provide additional help until they become completely familiar with our work procedures. Employees at all levels will be instructed to return furniture to original positions, close doors when vacuuming, and not to vacuum while anyone is on the phone. TeamJs personnel will be taught to not disturb papers on desks, open drawers or use government official telephones, copy equipment or radios. They will be thoroughly trained on the equipment and chemicals required for cleaning tasks. The Custodial Supervisor will ensure that equipment is operated properly and that chemicals are used in accordance with the manufacturer's instructions and the accompanying Material Safety Data Sheets (MSDS). Our work procedures will emphasize safety as it affects both our customers and our employees.

In addition to job specific training each custodial employee will be required to attend our initial orientation and safety training. This initial training emphasizes grooming standards, wearing of company provided uniforms, and relations with GSA employees, building occupants and visitors. The initial orientation also covers safe use of chemical cleaning agents and normal Occupational Safety and Health Administration (OSHA) safety requirements. New employees will also be briefed on specific job related duties by their immediate supervisor. This briefing will cover the subjects below in detail.

- Special cleaning requirements for objects subject to damage;
- Handling of hazardous materials and the information provided in the MSDS for each product;
- Wearing of proper safety equipment;
- Fire safety and fire drill requirements;
- Dress and grooming requirements;
- Reporting of accidents or injury;
- Special work rules; and
- TeamJs Code of Ethics.

In addition to the briefing, each employee will be required to read the safety plan, the hazardous materials communications plan, the work procedures manual and the fire plan. The employee will be required to sign a statement that he or she has read and understands these plans. The statement will be filed in the employee's personal history file.

TeamJs LLC will purchase and uses only the best cleaning materials and equipment available. We continually survey the market to identify the best product for the job at hand. When we discover a new product that promises to improve the effectiveness and efficiency of cleaning the facility our Supervisor will contact the COR and arrange for a demonstration and seek his concurrence to add or replace items on the approved product list. In all cases we will ensure that the products we use meet the federal requirements cited in solicitation.

TeamJs Site Supervisor will have the primary responsibility to ensure that all contract cleaning specifications are met. He/she will have the full support of TeamJs LLC's Project Manager and all of our corporate staff to provide assistance on problems that cannot be resolved at the local level.



Quality Control Plan

The Quality Control Plan is based on the premise that TeamJs, LLC is responsible for ensuring that all elements of the contract are completed on time, accurately, and according to schedule and established standards. Our commitment to this premise begins with corporate executives and flows through managers to performance level employees and subcontractors at this site. TeamGOV, Inc. and J's Associates LLC indoctrinate and train each mechanical employee, leads, supervisors and managers - on the objectives, importance and requirements of our Quality Control Program as they apply to individual employees. We then provide for management oversight and procedures to confirm that contract quality requirements are met.

In the following sections, we outline the basic objectives, authorities and procedures of our QCP. We will expand on these for the final plan and may make revisions to include program-specific requirements in the contract deliverables milestones provided in the Contract Deliverables Reference of the Solicitation.

PROGRAM OBJECTIVES, SCOPE AND MAINTENANCE

Working from the premise that TeamJs, LLC is responsible for contract quality, the objective of our QCP is to satisfy contract performance requirements while complying with all applicable regulations, policies, standards and procedures. The plan applies to all aspect of contract performance including facilities operation and support services and functions including, but not limited to service calls, scheduled and unscheduled maintenance, repairs, IDIQ projects and supporting activities such as overall financial performance, administration, purchasing, subcontracts, deliverables and supplies. The plan also covers all aspects of our requirement for snow removal.

Our Corporate Project Manager will modify and submit the final QCP to GSA after notice to proceed is received from the Contracting Officer. We may also modify plan attachments – such as checklists or standard operating procedures – independently and as needed. We will submit the modifications to the COR at least 15 calendar days prior to implementation.

Components of the QCP:

- Study and understand work requirements & quality standards before starting a job.
- Plan the work to meet quality, schedules and budget as applicable.
- Assign qualified personnel to perform all work assignments.
- Ensure work is performed in accordance with prescribed procedures & contract standards.



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- Inspect work—progress to prevent deficiencies & decrease costs associated with rework and contract deductions.
 - Correct substandard work while work is in progress – before a format inspection is performed.
 - Pre process required documentation.
 - Establish & maintain contract required records & files.

Responsibilities of our Staff:

Each individual has a responsibility for quality control as it pertains to this contract as described in the following responsibilities.

Project Manager/Supervisors:

- Responsible for overall quality of work performed on the contract.
- Familiar with all aspects of the contract including quality & safety requirements.
- Finalizes Quality Control Plan with COR during phase in.
- During contract, reviews suggested changes to the QCP from QC/Safety representatives and/or staff and submits updates to the COR (As required).
- Plans completion of work to meet quality, schedule, and budget requirements.
- Ensures adherence to and compliance with all GSA and corporate QC and Safety policies and goals.
- Conducts regular inspections/reviews of employee work and facilities.
- Prepares and maintains required documentation for QC inspections.
- Works with GSA, Facility Management and building occupants on issues or complaints related to quality control.
- Provides regular feedback to TeamJs LLC corporate office and the COR on all aspects of quality plant and work performance.
- Individual Mechanical/Janitorial Employees:
 - Familiar with all contract aspects including mechanical operations, quality and safety
 - Understands job requirements prior to starting work.
 - Performs all tasks according to schedule and standards.
 - Personally inspects all work completed prior to completing work orders.
 - May perform walk - thru/inspections of rooms and/or facilities prior to the beginning of the work day (if assigned).
 - Report problems/issues to Site Supervisor.

TeamJs, LLC Corporate Operations Manager:



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- Provides corporate oversight of contract performance.
 - Establishes quality control policies and goals.
 - Ensures quality control policies and goals.
 - Ensure adherence to and compliance with all contract QC policies and goals.
 - Conducts periodic on – site visits (semi-Annually), or as needed to obtain first - hand information regarding the status of our contract performance.
 - Performs random inspections of contract facilities.
 - Available to discuss quality issues with the CO/COR upon request.

Measuring Performance:

We will measure our project performance at two levels: 1) Continuous improvement and 2) Acceptable Quality Levels.

Continuous improvement is one of the methods we use to circumvent continuous defects and eliminate the root cause of defects. We are committed to the process of continuous quality improvement on each of our projects. Continuous quality improvement results in higher quality and productivity. It involves constant evaluation of our processes and procedures that we use to perform our tasks.

Acceptable Quality Levels will be determined by gathering inspection data and reviewing the monthly performance reports provided by the government indicating the actual quality levels of maintenance services performed or by building, room/area and individual items to be cleaned. Our Project Manager/Supervisors will report directly to the Corporate Operations Manager, Mr. David Drake, on AQL's related to the Project.

Measuring continuous improvement:

We will develop a set of key performance indicators to assess continuous improvement and project performance. Trend analysis is an effective means to identify potential problems before performance shortfalls become apparent and to eliminate the root cause of defects.

Some of the indicators that we will use on this contract that could indicate potential problems are described later in the key performance indicators section of the QCP. Where trends indicate a problem or potential problem, we will make necessary corrections to prevent continued errors, deficiencies or lo production. COR approval will be obtained before any corrections are made to schedules, staffing or key processes.

Analyzing Acceptable Quality Levels:



In addition to measuring key performance indicators, each week our Site Supervisors will review the previous week's performance, upcoming events and quality issues. He will develop corrective action plans as needed and review progress on corrective actions already initiated. He will also conduct periodic quality sessions with individual janitorial personnel.

Using the results of QC inspections and trend analyses as guides, each session will identify potential remedies and /or improvements for identified issues. The Corporate Project Manager will maintain a log of suggested changes and will evaluate/develop implementation plans. As appropriate, prospective changes will be presented to the Government before any action is initiated.

Sample Key Performance Indicators for our QC Plan:

<u>Parameter</u>	<u>Trend</u>
Project Office	Reflects reliability of staffing
Hours Worked	Indicates accuracy of labor estimates and ability to manage labor resources.
Lost Day Injuries	Reflects adequacy of safety program
Supplies consumption	Reflects on training and procedures
Service Call response time	Reflects on service call processing and availability of personnel to respond
Support hours worked and Performance schedule	Indicates accuracy of labor estimates and ability to manage labor resources
Quality deficiencies	Correlates directly to performance quality May indicate the need to enhance the QC inspections system
Preventative Maintenance	Indicates proficiency of staff & subcontractors
Schedule performance	Degree to which personnel perform task consistent with schedule – indicates need to modify the maintenance schedule, change subcontractors or hire additional resources

Inspection Schedule:

TeamJs, LLC has developed an initial QC inspection schedule that is applicable to the Custodial Services with Related Services for the Regional Office Building, the Acceptable Quality Levels associated with each inspection type, methods of inspection, and designation of the party responsible for ensuring that each task is completed according to the schedule.



The Corporate Project Manager will review the schedule prior to finalization and then annually thereafter to ensure that it is current and provides for periodic inspections of all contract Services. The Site Supervisor can also increase the frequency of inspections or hold unscheduled inspections with GSA or our staff identifies actual or potential problems or when we undertake high-risk Or high-visibility projects. If changes are required the Corporate Project Manager will coordinate the changes with the COR before implementation. He will also coordinate inspections that will affect critical customer operations with the customer prior to scheduling the inspection.

Checklists:

Our onsite manager will develop and use QC checklists, such as the ones furnished by corporate as a guide for inspecting work functions or specific tasks. Checklists are designed to:

- Identify specific task(s) to be inspected
- Present basic criteria for measuring performance as satisfactory or unsatisfactory
- Record deviations from contract requirements and re-work timeframes
- Serve as official QC documents when signed by the inspector

Inspection Functions:

TeamJs, LLC compares our performance against the customer's performance standards and applicable guidelines and procedures using random sampling, planned sampling, and 100% inspections. For example during his weekly inspection, the Project Manager/Supervisor checks equipment operating logs posted in the mechanical rooms. They inspect logs to ensure they are accurate, have legible entries and show timely operator attendance to chemical treatments and plant operations checks.

The Project Manager/ Supervisor also conducts inspections of the work that is planned, in process or completed. The inspections include:

1. Preparatory Inspections. Conducted before any work is performed to clarify work requirements and questions such as:
 - Are adequate directions/instructions available?
 - Are the proper quantities and quality of materials on hand?
 - What procedures will be used?
 - Who will perform the work?
 - Are special Safety precautions required?
 - Do we thoroughly understand the task?



2. Initial Inspections. Conducted at work locations as the work is beginning to ensure that the desired standard or quality is established for the work that follows.
3. In-Process Inspections. Conducted on larger tasks as the work progresses. Some long-term projects may have several inspections over the course of the project.
4. Completed Work Inspections. Conducted as random inspections in accordance with our inspection schedule after the work has been completed.

The application of this four-step format varies with the scope of work. On small jobs, only one or two of the steps may be necessary; on larger task, all four steps may be employed. In most cases preparatory, initial and in-process inspections are informal and no written record is made. We communicate deficiencies verbally to the worker who makes corrections on the spot.

The onsite manager will perform quality inspections as designated in the inspection schedule. They will inform personnel of areas needing attention and will offer suggestions for improvements, additional training and/or needed tools, materials or equipment.

Corrective Action on Discrepancies:

After a deficiency is found, corrective action will be taken to eliminate the problem by immediately re-performance, quick fixes to ensure short-term performance (with planned solutions preventing recurrence), or overall procedural changes for long-term compliance. Any person conducting a formal inspection has the authority and obligation to notify the Project Manager/Supervisor that the immediate corrective action is required. If staff members who can correct the problem are present at the time of the inspection, then the inspector can order immediate correction of the defect or deficiency.

The Project Manager/ Supervisor will conduct periodic quality sessions with individual workers. Using the results of QC inspections and trend analyses as guides, each session will identify potential remedies and /or improvements. They will maintain a log of suggested changes and will evaluate /develop implementation plans. As appropriate, prospective changes will be presented to the Government before action is initiated.

The Project Manager/ Supervisor or his designee will meet with the COR or QAE weekly during the first three months of the contract. Thereafter, a meeting will be held as often as necessary at the discretion of the COR, but not less that once a month. TeamJs encourages employee suggestions that result in measureable cost savings to the project and ultimately to the



Government. The Project Manager/ Supervisor have the authority to recognize employee performance and reward significant contributions to the project.

When GSA submits a Deficiency Report, the Project Manager/Supervisor follows the process to initiate corrective action and responds to the COR within two working days after receipt, identifying the specific cause, performing corrective action and providing current status and preventative action related to the deficiency.

Controlling the Quality of Materials, Parts and Components:

TeamJs, LLC employees follow corporate SOPs to procure materials, supplies, parts and services. The process begins by clearly identifying the items to be purchased on the purchase order and obtaining management approval. We log deliveries upon receipt and inspect the items against the purchase order descriptions. When materials are unacceptable for their intended use, we note the deficiency on an inspection checklist and return, re-order or otherwise replace the materials.

Items are considered to be finally accepted when they are installed in their intended locations and the QC inspections of the work performed have been completed.

Corrective Action Process:

- Record unsatisfactory condition on the Inspection Checklist
- Specify inspection hold points (points where corrections must be inspected before proceeding)
- File Copy of Checklist in Suspense File
- Forward original checklist to Maintenance for correction
- Make corrections and forward checklist to Project Manager
- Re-inspect Work
- If work is satisfactory, file paperwork.

Deficiency Reporting Analysis:

Our Project Manager /Supervisor will submit a monthly summary of deficiencies to the COR for review. The Project Manager/Supervisor and COR can use the report to identify negative trends that could result in unsatisfactory performance. The Project Manager/Supervisor can initiate corrective action related to any negative trends discovered. Corrective action remedies may include one or more of the following:

- Additional Employee Training



- Procedural Changes
- Improved work Techniques
- Equipment Changes
- Change of time or location where function is performed
- Personnel or responsibility assignment changes
- Disciplinary Action.

Evaluation Factor 2: Past Performance

Reference 1 - GSA Western Massachusetts

CONTRACTING OFFICER	Justin Zagorski Phone:(617) 565-5822 Email: justin.zagorski@gsa.gov
GSA BUILDING MANAGER/ CONTRACTING OFFICER'S REPRESENTATIVE	Kevin Whitman Phone: (508) 793-0134 Fax:(508) 793-0145 Cell: (860) 550-5926 Email: kevin.whitman@gsa.gov

Reference 2 - Leesburg FAA ARTCC

CONTRACTING OFFICER	Larry Hill, CO, New England Office 12 New England Executive Park Burlington, MA 01803 Phone: 781-238-7665 Email: larry.hill@faa.gov
GSA BUILDING MANAGER/ CONTRACTING OFFICER'S REPRESENTATIVE	Mary Mohl, COR 825 East Market Street Leesburg, Va. Phone: 703-771-3616

Reference 3 - GSA CB King Court House



GSA CONTRACTING OFFICER	Brenda Myers CO 77 Forsyth Street, T- 8 Atlanta, GA 30303 Phone : 404-562-0933 Email : brenda.myers@gsa.gov
GSA BUILDING MANAGER/ CONTRACTING OFFICER'S REPRESENTATIVE	Martin Duron, COR 475 Mulberry Street Macon, GA 31202 OFC: 478-257-3355 cell Email: martin.duron@gsa.gov

Reference 4 - GSA Gainesville Courthouse

GSA CONTRACTING OFFICER	Dennis Martin - CO 77 Forsyth Street, SW Atlanta, GA 30303 Phone : 404-215-6765 Email : dennis.martin@gsa.gov
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**Note: at this time there is only one POC for this contract.*

Reference 5 - US Coast Guard, Sector Key West

CONTRACTING OFFICER	Jerry Lopez CO 909 SE First Avenue, Room 512 Miami, Florida 33133-3050 OFC: 305-415-7092 Email: Jerry.Lopez@uscg.mil.
USCG BUILDING MANAGER/ CONTRACTING OFFICER'S REPRESENTATIVE	SKC Shikeiyunda Savain USCG Sector Key West 100 Trumbo Point Road Key West, Florida 33040 Email: shikeiyunda.r.thicklin@uscg.mil

Reference 6 - Snow Removal Services at The Central Building 1800 F St. NW

Kelly, Joseph (WPM1C)
Onsite GSA POC Building Manager
1800 F ST NW
WASHINGTON DC 20405-0001 Phone: (202) 501-2284



Cell: (202) 641-7156

Email: joseph.b.kelly@gsa.gov

Clark Flowers, Olivia (WPH1BB)Lead Contract Specialist

301 7TH ST SW 7919

WASHINGTON DC 20024-0001Phone: (202) 205-5617

Fax:(202) 692-3562

Cell: (202) 604-8489

Email: olivia.flowers@gsa.gov

Evaluation Factor 3: Key Personnel

TeamJs understands that our personnel in your building are the most important piece of our performance and are the key to your satisfaction. We are very pleased to propose both David Drake (Project Manager) and Ricky Nelson (Site Supervisor) to champion exceeding your expectations. Their resumes are found below.

David Drake (Project Manager) has more than thirty-five (35) years of proven performance management of buildings and complexes with same, similar, or larger scope and complexity as the Regional Office Building. Mr. Drake has a flawless reputation with clients and tenants and we are proud to submit his resume for your approval.

Ricky Nelson (Site Supervisor) has thirty-one (31) years of outstanding and exemplary custodial and janitorial experience leading teams in large buildings and complexes. Mr. Nelson has a reputation with his clients and building tenants for treating the buildings with the utmost attention to detail and care as if they were his own. We are proud to submit Mr. Nelson's resume to you for your approval.

Project Manager

Please see our Corporate Project Manager's (David H. Drake) resume below with a distinguished career in management.

David H. Drake
REGIONAL OPERATIONS MANAGER

Special Qualifications: Top Secret Clearance (current)

INTRODUCTION: I have in excess of thirty-five years experience in various industries such



as: Consolidated Facilities Operations & Management; Surgical Latex glove manufacturing, Sawmill Operations Construction and Textile Facility Process and Operations in positions that have required a high level of engineering competency as well as problem solving, leadership and management knowledge and skills. I have been responsible for all phases of operations in these industries and maintenance, including production scheduling and controls, annual cost and manpower budgets, five- year forecasts, purchasing and inventory control, personnel management, as-built construction, physical plant operations and maintenance, employee training, loss prevention control, quality assurance, safety, union negotiations and New Business Development.

EMPLOYMENT HISTORY

September 2015 to Present: Corporate Operations Manager, J's Associates, LLC

April 9, 2012 to August 2015: Regional Operations Manager, Crockett Facilities Services Inc. My responsibilities within Crockett Facilities Services Inc., include Corporate level oversight of various CFM, O&M, Custodial and Logistics & grounds maintenance contracts throughout the East Coast including multi-cities and multi government agencies such as the DC Government, DEA, FBI, National Guard, GSA, University of Maryland, Washington National Records Center, Washington Sanitation and Sewer Commission, Department of Interior and State Department.

Within these agencies in this position the various contracts total 6.8 million sq. ft. some buildings 20 stories and higher; 140 hourly employees and 14 managers. Responsible for corporate oversight and daily operations of government services contracts, new contract start-ups and IDL Inspections. Duties include monitoring the contract cost, revenue, contract modifications, work in process, operations of the buildings, and establish subcontracts, client interface, contract dispute resolution, required report submittals, local and federal government regulations compliance and safety. Monitored and implemented CFSI company policies and procedures relating to operation of contracts, EEOC, AAP compliance, OSHA, EPA and GAO practices relative to the efficient operation of the contracts. Negotiated Union Collective Bargaining Agreements.

January 2001- 2012: Senior Vice President of Operations, EMI Services/BHS Services, Inc., 301A Street, Idaho Falls, ID 83402

My responsibilities for EMI Services/BHS Services Inc. include corporate level oversight of various CFM, O&M, Custodial and Logistics & grounds maintenance contracts throughout the US including:

- 13 Federal Courthouses (2.3M sq. ft., 3 managers- 52 employees)
- 2 Presidential libraries (500,000 sq. ft., 2 managers-24 employees)
- 4 Federal Office Buildings (2,200,000 sq. ft.)



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- 2 Customs Buildings (150,000 sq. ft.)
 - 1 Federal Center (1.5M sq. ft., 22 acre complex 24 buildings-1 manager-12 employees)
 - 2 BHS /JV Projects O&M
 - 2 EMI Services Inc. Grounds Maintenance Contracts (3 managers-35 employees, 2,600 total acres including prestige, improved, semi-improved, power line right-of-way maintenance and airfield runways).

May 1998 - January 2001: Facility Contract Manager, TECOM, Inc.

Responsible for corporate oversight of daily operations of government services contracts throughout the United States. Duties include monitoring the contract cost, revenue, contract modifications, work in process, operations of the buildings, quality control inspections, client interface, contract dispute resolution, required report submittals, local and federal government regulations compliance and safety. Responsible for new business development associated with Commercial Facilities Operations and Maintenance. Responsible for assisting with contract disputes for resolution. Assisted in monitoring and establishing company policies relating to operation of contracts, EEOC, AAP compliance, OSHA, EPA and GAO practices relative to the efficient operation of the contracts.

January 1990 -May 1998: Facilities Manager for Tate Facilities Services, Inc. and Successor Day & Zimmermann Facilities Services, Inc.

Managed 55 employees and an annual budget of \$4 million. Coordinated manpower resources for equipment operations, HVAC repairs, and equipment modifications. Managed the performance of services for the General Services Administration (GSA) in 28 building sites throughout the Washington, DC metropolitan area including, the Ariel Rios Building, Interstate Commerce Commission, Customs, Old Post Office Pavilion, Veterans Administration, National Courts, and the Federal Aviation Administration. Responsible for corporate oversight of daily operations of government services contracts throughout the United States. Duties included monitoring the contract cost, revenue, contract modifications; work in process, operations of the buildings, quality control inspections, client interface, contract dispute resolution, required report submittals, local and federal government regulations compliance and safety. Responsible for new business development associated with Commercial Facilities Operations and Maintenance. Responsible for assisting with contract disputes for resolution. Assisted in monitoring and establishing company policies relating to operation of contracts, EEOC, AAP compliance, OSHA, EPA and GAO practices relative to the efficient operation of the contracts. Exceeded the established profit margins for these contracts.

February 1987- December 1989: Production Manager/Maintenance Manager, Aladan Corporation, Eufaula, AL. Responsible for the construction, operation and maintenance upkeep of a Surgical Latex manufacturing facilities, including 165 employees. Responsible



for the production of surgical latex gloves, from raw stock to finishing and shipping of final product as well as equipment and building maintenance.

April 1975- January 1987: Plant Manager, Mead Corporation. Responsible for the construction of a 30 acre state of the art sawmill from site clearing to acceptance of all equipment and buildings. Duties included all operational requirements from procurement of trees to shipping finished lumber products. (125 employees- 12 managers).

Prior to April 1975, I was a specialist in product control for Uniroyal Inc. where I scheduled each operational processes equipment to meet customer shipment deadlines of finished goods on time, performed quality control throughout each of the mills processes.

Military: United States Marine Corps
Purple Heart (2)
Vietnam Presidential Unit Citation
Navy Achievement Medal with Combat 'V' for Valor
2 Meritorious, and 1 Combat Field Promotion

EDUCATION: University of Tennessee: Business Management Courses
Oregon State University: Quality Control Course
Georgia Tech, University: Management Extension (2yr course)
Troup Area Vocational Technical School, complete operations of all sections of a Textile Mill Process (2yrs)

TRAINING: Industrial Fire Fighting (12 yrs.)
Facilitator
Quality Control
BAS, Johnson Controls
CPR/First Aid
OSHA Certified Training
Motion and Time Management

Site Supervisor

Please see our Site Supervisor's (Rickey Nelson) resume below with a distinguished career in the custodial industry.



RICKEY NELSON

Executive Summary

Custodial/Facilities Manager with more than 30 years of experience specific to the Janitorial and facility industries, with project management. I have proven strong leadership skills while earning respect from both employees and peers, leading by example and creating productive work environments. I consider myself a confident, results oriented, determined manager who pays close attention to detail, while performing and implementing with excellence.

* Key Competencies/Certifications*

Client Relations, Customer Service, Account Management, Leadership, Team Building, Operations Management, Communication, Planning and Organizing

- * Certificate of Training International Facilities Management
- * Certificate of Training AP-LEED GREEN CLEAN
- * Certificate of Effective Management

Professional Experience

American Facility Management Services – Alpharetta Ga.
Facilities Manager 09/2013-Present

- Manage day-to-day janitorial operations for all of Atlanta Public Schools, Fulton County schools, Marietta City Schools, Fulton Government Buildings.
- Responsible for hiring, training and team building
- Cleaning inspections, Client visits, meeting with school principals
- Ordering supplies, equipment maintain clean equipment, control inventory
- Process payroll, control labor
- Conduct safety meetings, conduct training on proper use of chemicals

Area Manager with Pritchard Industries 08/2006-09/2013

- Manage day-to-day operation of cleaning of day and night shift of Cox at Lake Heard
- Direct and lead a team in daily cleaning, controlling monthly supply costs and ensuring satisfactory labor
- Supervised and scheduled a team of 50 employees for various job sites all class A & B buildings
- Responsible for interviewing, hiring, training and employee development, including safety meetings

Brooks Range Cleaning 03/2001- 07/2006
Janitorial Project Manager

Richard B. Russell & Martin Luther King Federal Buildings with 2 million SQ FT. of Cleanable space

- Supervise all custodial cleaning staff on day and night shift staff of (65)
- Manage 4 supervisors and Lead Personnel
- Manage custodial services in accordance with the GSA contract
- Implemented company procedures and policies
- Conducted staff meetings/ perform training on safety, chemicals with documented recorders
- Perform quality control inspections
- Follow up on inspections with staff and clients complaints
- Prepare and control budget
- Review and inspect the condition of all equipment
- Order all supplies and equipment



- Handle all tenants complaints / resolve problems
- Supervise all training of new hires / firing
- Responsible for set up and break down of events
- Process all payroll and approval of all time sheets
- Process paper work of all new hires

Rose mark Facilities Management 03/1995- 01/2001

Custodial Manager

- Supervise all custodial cleaning staff on day and night operations with 1.6 million sq. ft.
- Schedule and ensure the completions of all periodic and routine work within established and time frame
- Schedule personnel to meet contract and work load requirements
- Manage all training development of staff
- Perform quality control inspections and correction of deficiencies Order all supplies and equipment
- Control the budget
- Maintain safety training and procedure
- Handle and hiring and firing

Corporate Building Systems Chicago Ill 7/1990- 1995

Area Janitorial Manager – Corporate Building Services Chicago Ill

- Manage all cleaning at Siemens in Alpharetta & Norcross 2million sq ft
- Supervise all cleaning staff – day and night
- Supervise cleaning of restrooms, office space, production area
- Maintain inventory control
- Process all new hire paper work
- Perform weekly client visits

Operations Manager - Antioch Baptist Church (04/ 1985- 09/1990

- Managed day to day operations overseeing staff of 200
- Serve as point of contact for after hours calls
- Coordinated all repairs
- Work with outside vendors on heating and air
- Coordinated all church and building security
- Coordinated all purchase request on equipment and food
- Coordinated all vendors and maintenance personnel
- Supervised and perform appraisal, review all timesheets
- Coordinated cleaning staff and cleaning
- Work with outside contractors and building projects
- Serve as the assistant to the Pastor on operations

EDUCATION - 1972 1974 Atlanta Technical School